

R.J. Reynolds

Tobacco Company

January 31, 1996

KEITH L. MYERS, JR.
Division Manager

8375 Craine Drive
Manlius, NY 13104
VoiceMail 1-800-757-8255
Ext. 72348

To: Mr Don Fitzgerald

Subject: The Store , Owasco NY.

Dear Don

I had the opportunity to stop into the store in the "Hamlet" of Owasco NY on weds. the 30th of Jan. This is the account that wrote a letter to Jim, regarding the lack of contractual monies, and promotions from R.J.Reynolds. Prior to my visit I was able to establish an industry volume of 50, through their primary distributor Jones McIntosh. During my visit with Henry, the owner, I reassured him that his contract, that was ended in May of 1995 was in fact ended do to the volume requirements not being met. I also once again reassured Henry that we would continue to offer programs to accounts like his (DPC) in an effort to build sales and R.J.Reynolds share of market. Henry did ask to be paid for the time he had maintained the display, at which I politely reminded him that we had contacted him personally to end the contract, and that he had elected to maintain the display (without payment) on his own. I have taken steps to ensure coverage on this account, and he will now participate in our DPC program. The Syracuse division has made, and will continue to make every attempt to cover such accounts to sign DPC and any other applicable program to build our business.

If you should have any questions please don't hesitate to give me a call.

Sincerely,

Keith

K.L. Myers/DM

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